



# PROGRAM NEWS

This is a bi-monthly newsletter  
and is downloadable from  
<http://www.healthyfamilies.ca.gov>

VOLUME 12, ISSUE 5

October 2006

*A publication providing information  
and items of interest to California  
Healthy Families and Medi-Cal  
Enrollment Entities, Certified  
Application Assistants, families,  
and participating plans.*

## Inside this issue:

Getting Started with HeA	1
Balanced Bill	2
Reimbursement Increase	2
AIM-Linked Babies	3
CAA WBT Updates	3
Income Documentation	4
Revised Joint App	5
Income Worksheet	5
Automatic Plan Process	6
Healthy Kids	6
Denial Definitions	7
New & Returning EEs	8
New & Returning CAAs	10
Healthy Kids Programs	11

If you have a story idea you would like  
to share or comments about this  
newsletter, please contact us.

EE/CAA Help Desk  
1-800-279-5012

Email  
[hfnnewsletter@maximus.com](mailto:hfnnewsletter@maximus.com)

Website  
[www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)

## Getting Started with Health-e-App

A recent HFP Newsletter article communicated the many advantages of using Health-e-App (HeA). If you have never used HeA or have only recently created an account, the following information will provide you with more details on how to get started.

Enrollment Entities (EEs) using HeA for the first time may contact the HeA helpdesk at 1-866-861-3443 to have an account created. Once an account has been created in HeA, the EE may login to HeA and choose from the menu of options listed below:

- Create CAA Accounts
- Change Passwords
- View Workload
- Transfers
- View Enrollment Entity Reimbursement Reports

Below is a brief description of the above menu options:

Create CAA accounts: This option enables an EE to create Certified Application Assistant (CAA) accounts in HeA on behalf of their CAAs. (Note: Use caution when creating CAA accounts to ensure a valid CAA number is used. A valid CAA number includes eight numbers and one alpha character. CAA accounts created incorrectly may result in denials of reimbursements to the EE.)

Change password: This option enables an EE to change their password. All passwords expire every 30 days.

View workload: The View Workload option enables an EE to view the workloads of all their CAAs using HeA. All applications submitted using HeA will appear here under the CAA's name.

Transfers: This option enables an EE to transfer an incomplete application from the initiating CAA to another CAA.

View Enrollment Entity Reimbursement Reports: This option enables an EE to view reimbursement reports of all (paper and HeA) applications submitted by their organization. The reports are divided into three different sections: Paid, Pending, and Denied applications.

*See Getting Started, page 2*

## Getting Started *continued from page 1*

In HeA, there are two types of accounts: the EE account and the CAA account. The menu options for these two account types differ. EE accounts (considered an administrative account) allow the EE to view reimbursement reports, but they are not able to submit applications online. CAA accounts (considered a user account) allow the CAA to submit applications online, but they are not able to view reimbursement reports.

CAAs logging into HeA for the first time must complete the online training course, which explains to a CAA how to properly submit an application online. This training usually takes about 60 to 90 minutes to complete. This training does not require the user to complete the course in one session and will allow the user to login in and out of the training as necessary. Each time they login, they can continue the training from where they left off. Once the training is completed, CAAs may begin submitting applications online!

## More on Reimbursement Incentives Increase

As you may know, the State recently increased reimbursements for application assistance to Enrollment Entities (EEs). EEs continue to be reimbursed \$50 for every paper Joint application completed with assistance from a Certified Application Assistant (CAA) if that application is successful in enrolling uninsured children into the Healthy Families Program (HFP) or Medi-Cal for Families. However, as of July 1, 2006, Health-e-App submissions with CAA assistance leading to successful enrollment in the HFP or Medi-Cal for Families were increased to \$60. In addition, any Annual Eligibility Review (AER) assisted applications that lead to eligibility for another year will be reimbursed at a rate of \$50 per application.

Reimbursement checks distributed in September contained the \$25 increase for AER applications (retroactive back to July 2006). Reimbursement checks distributed in October will contain the \$10 increase for successful Health-e-App applications (retroactive back to July 2006), in addition to the AER increase.

The State hopes that these new reimbursement rates will boost motivation to keep children in California enrolled in the HPF and/or Medi-cal for Families and increase EE/CAA interest in utilizing Health-e-App.

## Coming Soon - Balanced Billing

The 2006/2007 California State Budget approved Balanced Billing for the Healthy Families Program (HFP). Balanced Billing allows an applicant to enroll his/her child(ren) in the HFP without making a first premium payment with their application. This significant change will reduce delays in children accessing services and reduces the number of incomplete applications due to no premium payment.

The implementation of this new process will include changes to the eligibility program that will allow an applicant to be determined eligible without a premium pre-payment. The applicant will then be "balance billed" for the first full month premium during the next billing cycle.

This offers our applicants the opportunity to screen to a no or low cost program without committing funds that are later refunded and streamlines the eligibility process for the applicant.

The HFP is working hard to implement this change as soon as possible! Watch future newsletters and the HFP website for updates.

## AIM-Linked Babies

When a baby is born to a mother enrolled in the Access for Infants and Mothers (AIM) Program, the baby is automatically eligible for the Healthy Families Program (HFP). The AIM Program will mail an Infant Registration Form to the AIM mother approximately 30 days before the baby's expected due date. The mother needs to complete this form and send it to the HFP as soon as the baby is born. The information needed to enroll the baby into the HFP is the baby's name, date of birth, gender, birth weight, dental and vision plan selections, and monthly premium

payment. The mother can also phone the AIM Program Call Center at 1-800-433-2611 to register her baby in the HFP by phone or to request an Infant Registration Form. This form is also available in the AIM Program handbook and on the AIM Program website at [http://www.aim.ca.gov/english/Publications/AIM\\_FM\\_H\\_EN.pdf](http://www.aim.ca.gov/english/Publications/AIM_FM_H_EN.pdf).

The baby's coverage will not begin until the HFP receives the required information and monthly premium payment. Once this information is received, the baby's coverage



begins as of his or her date of birth under the same health plan the mother had in AIM. The baby will remain in this health plan unless they have siblings already enrolled in the HFP. In this case, the infant will be transferred to the siblings' plans on the third month after birth.

The baby may remain enrolled in the HFP if, at the first Annual Eligibility Review (AER), the mother continues to meet the AIM Program guidelines. To stay enrolled in the HFP, on the baby's second AER the mother must be within the HFP income guidelines, which are lower than the AIM Program.

## CAA Web-Based Training Updates

Has it been a while since you reviewed the Healthy Families Program (HFP) Application Assistance information?

Refresher Web-Based Training (WBT) is an ideal way for a Certified Application Assistant (CAA) who is linked to an active Enrollment Entity (EE) to review program information and sharpen his/her application assistance knowledge. The Refresher course was launched on September 18, 2006. To access this site please visit: <http://training.healthyfamilies.ca.gov>.

CAAs using the Refresher WBT must create a profile using a valid EE and CAA number combination. A valid combination is a registered EE with the HFP and a CAA linked to that EE.

Once in the Refresher course, a CAA can move between any of the modules to review information needed or review all modules. The Refresher user will have the option to take a practice exam; this is for an individual's own learning experience and is not used by the HFP. The Refresher Course, like the CAA Certification Course, is available in English and Spanish.

CAA Training Updates:

- March 2006: CAA Certification WBT became available in Spanish

- July 2006: Additional exams were added to aid students with a variety of question combinations
- September 2006: Refresher WBT Course became available
- Coming soon: Health/Dental/Vision Plan Certified Staff Course

As of August 2006, 1,200 people have completed the CAA Certification WBT Course with a 90% pass rate! Congratulations!

For questions regarding training resources, please call the EE/CAA Liaisons at 1-800-279-5012, Monday through Friday, 8:30 a.m. to 5:00 p.m. or contact them via email at [ee-caaliation@MAXIMUS.com](mailto:ee-caaliation@MAXIMUS.com).

# Income Documentation Clarification

The purpose of this article is to provide clarification on the requirements for the following alternative income documentation:

- Employer Letter
- Profit and Loss statement
- Self-Affidavit of Income

**Employer Letter:** An applicant may send a letter from his/her employer(s) as a form of income documentation. Please note that the following information must appear on the employer letter in order for this type of income documentation to be considered valid: employer's name, employer's address, employer's phone number, employer's signature, date, the name of person earning the income, the pay frequency, and the exact gross amount of income earned. This form of documentation must be for earnings within 45 days of the application.

**Profit & Loss Statements:** For applicants who are self-employed, a Profit & Loss (P&L) Statement may be submitted instead of Federal Income Tax forms (1040 with Schedule C/C-EZ). When a P&L Statement is submitted as proof of income, it must be for the most recent three (3) month period prior to the date the Program receives the document. The statement must contain the following information:

- Dates for the three-month period covered by the P&L
- Name, address, and telephone number of the business
- Gross income, itemized expenses, and net profit itemized on a monthly basis
- The statement "the information provided is true and correct" and the signature of the person who earned the income
- Percentage of income if the business is a partnership

Any draws (cash advances) taken by the business owner and listed under expenses will be added back in to the net profit for that month. Also, any depreciation or meals and entertainment amounts

listed under expenses will be added back in to the net profit for that month as well. Any monthly totals resulting in negative amounts will be counted as \$0. If there were no expenses for the month, the business owner must acknowledge that in the P&L Statement for that month.

**Self-Affidavit of Income:** Applicants may provide a Self-Affidavit of Income as a last resort when no other documentation is available, and it must contain the following information:

- Dated letter
- Name and signature of person earning the income
- Date income was received and frequency of payment
- Income source
- Declaration that no other proof of income is available
- Declaration that the information provided is true and correct
- Acknowledgement that he/she understands the information in the letter is subject to verification by the state

Please remember that Self-Affidavit of Income cannot be used for self-employment. Those who are self-employed must submit either a Profit & Loss Statement or applicable Federal Income Tax Forms. <http://www.healthyfamilies.ca.gov/English/download.html>.

## Contribute to the EE/CAA Newsletter

This newsletter is only as good and useful as the information we receive. If you have a story idea, correction, or concern about anything you read in this newsletter, please don't hesitate to contact us at: [hfnewsletter@maximus.com](mailto:hfnewsletter@maximus.com) Please try to keep story submissions brief and related to the Healthy Families or Medi-Cal for Families Programs.



# Revised Joint Application

Have you heard the news?

The Healthy Families Program (HFP)/Medi-cal for Families joint application is getting a new look! Soon, the new application will make it easier and faster to apply.

One of the most notable changes is the removal of question number sixteen:

<b>16</b>	We will enroll the child or pregnant woman in the program they qualify for. If you do not want to be enrolled in one of these programs, check the box(es) below.
<input checked="" type="checkbox"/> <b>I DO NOT WANT:</b>	<input type="checkbox"/> <b>Healthy Families:</b> Do not send birth certificates. Do not complete the Healthy Families Page.
	<input type="checkbox"/> <b>Medi-Cal</b>

It is important to increase children's access to health care coverage. The best solution is to remove this question. The removal of this question reduces confusion and ensures children being applied for get enrolled in the program for which they are eligible.

Other notable changes include the reduction of signature requirements for the applicant, the addition of two new languages (Arabic and Tagalog), overall reduced reading level, larger font size, simplified questions that are more self-explanatory, Frequently Asked Questions (FAQs) instead of detailed instructions, and a document checklist in the front of the application.

The revised joint application will be available on the HFP website as soon as it is completed. Watch future newsletters and the HFP website for updates on availability!



## When is the best time to call?

Applicants looking to receive the fastest access to the HFP Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.  
Better...Weekdays after 6 p.m.  
Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

## Income Calculation Worksheet & Instructions

A tool that will help Certified Application Assistants (CAAs) correctly screen a child to the Healthy Families Program (HFP) or Medi-Cal for Families is the "Income Calculation Worksheet."

This worksheet outlines the steps to determine the parent or child income for the HFP or Medi-Cal for Families. The Income Calculation Worksheet and instructions are available on the Healthy Families website at

<http://www.healthyfamilies.ca.gov/English/download.html> (scroll to the bottom of the page to find the section for CAAs and EEs). The worksheet and instructions are also available in Spanish.

The instructions summarize the five steps for calculating parents' incomes and the four steps for calculating children's incomes.

Please refer to Section 4 of the CAA Reference Manual for more detailed information on determining the income for each family member. The CAA Reference Manual can also be found on the HFP website at [http://www.healthyfamilies.ca.gov/English/caa/caa\\_ref\\_manual.htm](http://www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm).

## Missing a Plan Selection - No Longer a Problem

Currently, when an application is sent to the Healthy Families Program (HFP) without health, dental, or vision plan choices identified, enrollment cannot be completed. In these situations, a letter is sent and a phone call is made to the applicant requesting plan selections. If this information is not received within 20 calendar days, the application is denied.

A change in the program regulations will permit the HFP to enroll children using an alternate plan assignment process. With the alternate plan assignment process, an application missing health, dental, and/or vision plan selections will still generate a letter and phone calls to the applicant requesting the missing information. However, if the missing plan selections are not received, the application will NOT be denied. Instead, the program will automatically assign plans for the eligible child(ren). Missing health plan selections will default to the Community Provider Health Plan in the county where the child resides. Children will be assigned dental and vision plans from those available in their county of residence through an equitable assignment process. (Please note that if the application is missing other required information, in addition to the plan selections, and

this information is not provided within 20 calendar days, the application will still be denied.)

Applicants will be notified in their welcome letter to the program that plan selections have been assigned for the eligible child(ren) and that they have up to three months to transfer their child(ren) to another plan if they so choose.

This new process, once implemented, is expected to increase the enrollment of members into the Healthy Families Program by decreasing the number of applications denied for missing plan selection information. Please watch for future bulletins regarding the implementation date of this process change!

## Healthy Kids Programs in California

### Children's Health Initiatives - What are they?

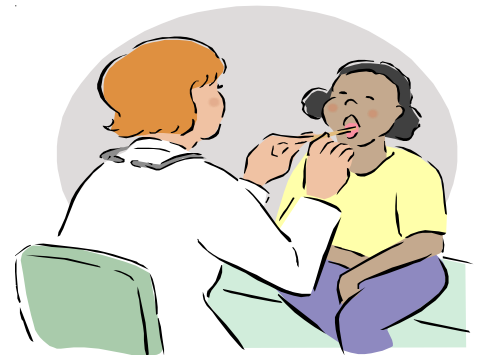
Children's Health Initiatives (CHI's) are locally-operated children's health programs that provide services for children (ages 0-18 usually) not eligible for full-scope no-cost Medi-Cal or the Healthy Families Program (HFP). These ineligible children include those in families who earn more than 250% and up to 300% of the Federal Poverty Level (FPL) and children who do not qualify due to immigration status in families earning up to 300% of the FPL.

Current enrollment in these county CHIs is about 89,000 children. Most CHIs are modeled after the HFP, which offers comprehensive insurance coverage (health, dental and vision) -with only one set of plans that provides coverage.

### Children's Health Initiatives - Where and Who?

As of August 2006, there were 22 California counties with CHIs. The list on page 11 of this newsletter provides contact information for enrolling a child into the local Healthy Kids (HK) program:

In addition, Health-e-App (electronic web-based application) also refers to the HK program if the child's income is above the Healthy Families Program income guidelines. Screen prints of the Health-e-App preliminary assessment and application summary may be provided directly to the local HK program in order to assist the application process for the local HK program.



# Reimbursement Denial Reasons

Monthly, the Healthy Families Program (HFP) sends out Reimbursement Reports to Enrollment Entities (EEs). EEs sometimes find these reports confusing. In an attempt to reduce confusion surrounding these reports, the HFP has created the below Denial Definition chart. This chart is meant to serve as a glossary by providing the definition of each reimbursement denial reason that may appear on a Reimbursement Report. We hope you will find this chart helpful as you review your Reimbursement Reports and that it may help you decrease your denials in the future!

Denial Name	Denial Definition
EE# missing	<b>EE # missing</b> means that the EE # was not present or clearly written in Section 9 of original joint HFP application or Section 10 of original AER application.
CAA# missing	<b>CAA # missing</b> means that the CAA # was not present or clearly written in Section 9 of original HFP application or Section 10 of original AER application.
App Signature Missing	<b>App Signature Missing</b> means that the applicant did not sign in Section 9 of original HFP application or Section 10 of original AER application.
CAA Signature Missing	<b>CAA Signature Missing</b> means that the CAA did not sign in Section 9 of original HFP application or Section 10 of original AER application.
Apps Not Assisted	<b>Apps Not Assisted</b> means the application did not state the EE number, CAA number, and at least one signature from either the applicant or the CAA.
EE not Certified	<b>EE not Certified</b> means that EE is currently not active with the HFP.
EE not Eligible	<b>EE not Eligible</b> means that the EE was not active with Healthy Families at the time the HFP application was received.
EE is a contracted CBO	<b>EE is a contracted Community Based Organization</b> means that the HFP received an EE Reimbursement Discontinuance Request Form that allowed Healthy Families to set an EE to a Do Not Pay status.
EE is an HFP plan	<b>EE is a Health Families Program plan</b> means that EE does not qualify for reimbursement because they are an HFP health/dental/vision plan.
Not a valid EE number	<b>Not a valid EE number</b> means that the EE # that was written in Section 9/10 does not match the HFP database.
CAA not Certified	<b>CAA not Certified</b> means CAA is currently not active with an EE.
Not a Valid CAA number	<b>Not a valid CAA number</b> means that the CAA # that was written in Section 9/10 does not match the HFP database.
CAA not linked to an EE	<b>CAA not linked to an EE</b> means that CAA # that was written in Section 9/10 is not listed under the EE number written on the application.
CAA not Eligible	<b>CAA not Eligible</b> means that CAA was not active with an EE at the time the HFP application was received.
App Denied with No Enrollees	<b>App Denied with No Enrollees</b> means that the applicant did not qualify for either the HFP or Accelerated Medi-cal.
App Timeout with MI	<b>App Timeout with MI (Missing Information)</b> means that the HFP application was not complete within 20 days of initial application receipt date.
Invalid App Type	<b>Invalid App Type</b> means the application that was sent to the HFP does not qualify for reimbursement payment. (Add-a-Person, Re-Enrollment, Premium Re-evaluation, and Open Enrollment)
Payment Cap reached for Family	<b>Payment Cap reached for Family</b> means each FMN is allowed one joint application Healthy Families outcome, one medical outcome, and one AER outcome per 12 months.
EE/CAA Budget not approved	<b>EE/CAA Budget not approved</b> means that the HFP application was received prior to 7/1/2005.
App processed with No Enrollees to Pay	<b>App processed with No Enrollees to Pay</b> means the applicant is currently with Medi-cal, had Medi-cal in the past 90 days, is a pregnant woman, or has income too high to qualify for the HFP.

## Welcome New & Returning HFP Enrollment Entities!

ABEL TOLEDO M.D.  
AHMAD TEHRANCHI  
AMANI ELDESSOUKY MD INC  
ARNOLD GREENBURG MD INC  
B T PINKERNELL MD, INC  
BEVERLY DANTZLER  
BIG VALLEY MEDICAL CENTER  
BOYS AND GIRLS CLUB OF SANTA CLARA VALLEY  
BRAY AND ASSOCIATES  
B-V INSURANCE SERVICES  
CENTRAL CITY COMMUNITY HEALTH CENTER  
CENTRAL VALLEY GENERAL HOSPITAL  
CHEN AND CAO DENTAL CORP  
CHILDREN'S HEALTH INITIATIVE NAPA COUNTY  
CHILDREN'S HEALTH INITIATIVE OF SAN LUIS OBISPO, INC  
COMMUNITY SERVICES PLANNING COUNCIL, INC  
CORPORATE BENEFITS SOLUTIONS, INC.  
DE PING GU  
DOROTHY C. CHAN  
DURFEE FAMILY CARE MEDICAL GROUP  
EDWARD MARTINEZ  
ELENA M. LING  
ELIZABETH GONZALEZ  
ELIZABETH HWANG  
ELLIS JAY CLEM  
ELSY C SANDOVAL  
ESTELLA GONZALES  
ETC INSURANCE SERVICES, INC.  
FIRST 5 YOLO / COUNTY OF YOLO  
FIRST 5 YUBA  
FRESNO DENTAL SURGERY CENTER  
FUGATE INSURANCE AGENCY, INC.  
HANFORD COMMUNITY HOSPITAL  
HONG LIN  
IRENE WAI FONG CHOI  
JASMITA J. PATEL  
JESS L MCDONALD INSURANCE AGENCY  
JINGSHA LIU  
JULIAN HERNANDEZ  
JUNG CHAN YUL INSURANCE SERVICES  
KASHIF UPPAL  
LA FAMILIA COUNSELING SERVICE  
LAGUNA BEACH COMMUNITY CLINIC  
LANGVE MEDICAL GROUP  
LIFE STEPS FOUNDATION INC  
LINA L. NGUYEN INSURANCE AGENCY, INC.  
LIVIA YING INSURANCE AGENCY INC.  
LONG BEACH UNIFIED SCHOOL DISTRICT  
MARIA SOLIS  
MARTHA R LUCERO - PEREZ

MICHAEL E. MYERS D.D.S.  
MSO, INC. OF SOUTHERN CALIFORNIA  
NEW YORK LIFE INSURANCE CO.  
NINA CHEN  
NORWALK-LA MIRADA UNIFIED SCHOOL DISTRICT  
OROSI URGENT CARE  
PABLO SOBERO M.D. INC  
PALERMO UNION SCHOOL DISTRICT  
PAULINE PHI PHAN  
PERCENTAGE ONE PLUS. LLC  
PERRY INSURANCE SERVICE INC  
PHIL SUTTON INSURANCE SERVICES  
PORTER INSURANCE SERVICES  
PREFERRED CARE PLANNING  
RESOURCES DEVELOPMENT  
ROLANDO S MERCADER MD INC  
RONALD M. ETZLER  
SAMUEL J ALIBRANDO  
SAN DIEGO PEDIATRICS & FAMILY MEDICAL CLINIC%  
SANTA PAULA ELEMENTARY SCHOOL DISTRICT  
SCHOOL READINESS CENTER  
SERGIO VALLE  
SHAO SHU ZHANG  
SILVIA LARIN  
SOUTH ATLANTIC MEDICAL GROUP  
SOUTH CENTRAL FAMILY HEALTH CENTER  
SPECIAL CARE PEDIATRICS INC  
ST MARK'S CATHOLIC CHURCH  
SUSAN HEERAN CHUNG  
TARZANA TREATMENT CENTER  
THE DREAM CENTER  
THE VIETNAMESE COMMUNITY CENTER OF SAN FRANCISCO  
TRANQUILLITY ASSEMBLY OF GOD  
TURNING POINT COMMUNITY PROGRAMS  
TWIW INSURANCE SERVICES, LLC  
VENICE FAMILY CLINIC  
WAADELL M HANNA  
WARD MCKALSON  
WEIMIN WANG  
WENDY LIN  
WEST HILLS COMMUNITY COLLEGE DISTRICT  
XIANG DONG, TAO  
YEON MARQUEZ  
YING MA  
YUN CUI



## Welcome New & Returning Certified Application Assistants!

GARY ABREGO	YUN CUI	BLANCA HUSSAIN	CINTHIA MORENO
GLENDA ADAIR	ELIZABETH CURTIS	ROSA IGEL	DONNA MORENO
JIMMY ADAMS II.	AMY DAI	ESPINOZA JENNIFER	ROSSANA MORFIN
TANYA ADIJA	PETER DANZA	MARIA JUAREZ	TINA MORGAN
HYEMEE AHN	BARBARA DAVIS	FERESHTAH KAKAR	VERONICA MUNOZ
ESPERANZA ALCANTAR	OLA DAVIS	JENNIE KO	ALEJANDRA MURILLO
REBECA ALCARAZ	NANCY DE LA TORRE	MARIYA KUZMENKO	BLANCA MURILLO
SUSAN ALDRICH	CATHERINE DESANTIS	PIKYAN KWAN	MELISSA MUSGRAVE
SANDY AMAZQUITA	NANCY DICK	ROGGER LA CRUZ	MIROSLAVA NAVARRO
MARGARET ANDROWSKI	ESPERANZA DOMINGUEZ	MARIA LAGUNAS	MARIA NEGRETE
ADRIANA ARIZA	ENGELBERTO DUARTE	HEATHER LAKE	SANDRA OCHOA
KASABYAN AYKUI	YVETTE ELIZONDO	APRIL LAND	MARINE OGANESSIAN
MARIA BARCELATA-LON	PEREZ ESMERALDA	SILVIA LARIN	MIRNA OREJEL
GABRIELLE BARDALES	JENNIFER FAGUNDES	KWOK LEUNG	MARIE ORTIZ
ANGELA BARGINEAR	ALMA FLORES	BECKY LEVY	SONIA OSORIO-SOTO
DIANA BECERRA	RYAN FUJII	PHINA LI	MARILYN PADILLA
ISABEL BENAVIDEZ	REBECCA GAGNE	FELICIA LIMPANGUG	LOURDES PALACIOS
NORMA BENITEZ	HENDERSO	HONG LIN	SYLVIA PALMA
RAMONA BENSON	RICHARD GAITHER	JINGSHA LIU	CHARLENE PALMER
EMELINA BETANCOURT	NOHEMI GALEANA	CINDY LLOYD	KYUNG SOON PARK
JESSE BOARDMAN	SOFIA GALINDO	LAURA LOGAN	SUSAN PECKINPAH
CAROLYNN BONDY-VILLA	ELISA GALLEGOS	JESSICA LOHMEIER	MARIANA PENA
SAMIA BOTROS	VIVIAN GARCIA	ARTEMISA LOPEZ	GINA PENAGOS
LORELEI BRESLER	GINA GARRISON	YOJAIRA LOPEZ	ROGER BRIA PERRY
RHONDA BRUMMETT	NELLY GIL	JOSE LUNA	PAULA PRECIADO
MIRA BUENO	DINA GIRON	LORENA LUNA	CARLOS PROA
PATRICIA BUZAS	MICHELLE GODINEZ	ELENA LUQUIN	CLARISSA RAMIREZ
DOROTHY CALDERA	LOURDES GOMEZ	LEA MACIAS	MARGARITA RAMIREZ
LUPE CALDERON	YULIANA GOMEZ	ANA MACIAS	MARISOL RAMIREZ
GERARDO ST CALDERON	ESTELLA GONZALES	CONSUELO MAGALLON	ALBERTO RANGEL
ROSIO CALDERON	ALMA GONZALEZ	JULIO MAGANA	WILLIAM REED
NORMA CAMPBELL	CARMEN GONZALEZ	IRMA MAGANA-RODRIGU	GIANCARLO RESTREPPPO
ANABELLE CARDONA	ISELA GRACIAN	LIRA MARCOS	THEA RILEY
MONICA CARRILLO	BARBARA GREGORY	YIP MARGARET	SARI RODRIGUEZ
NORMA CARRILLO	ELIZABETH GUZMAN	ANGELA MARROQUIN	AXANA RODRIGUEZ-TORR
VERONICA CAZARES	FARRAH HAKIMIAN	CYNTHIA MARTINEZ	BLANCA ROJAS
BERTHA CEJA	RANDI HALPIN	EDWARD MARTINEZ	KAREN SANDERS
GLADYS CELEDON	KI JEONG HAN	KARLA MARTINEZ	ROXANA SANTANA
OVSANNA CHERCHIKYAN	DIANA HARRINGTON	LORENE MARTINEZ	ROXANA SARVEY
ALICIA CHIA	YVONNE HEATH	ERENDIRA MATA	LUZ SEGOVIA
UTE CLARK	CELINE HENNING	JUANA MATA-GUERRERO	DAVID SEGOVIA-GUTIER
DAPHNE CONTRERAS	ANNA HERNANDEZ	VIENG MATOUCHEN	YADIRA SIERRA
JOHN COOPER	CAREY HERNANDEZ	ANN MCCURDY	BRENDA SIMPSON
ANA CORTES	CAROLINA HERNANDEZ	CLAUDIA MENDOZA	STEPHANIE SIMPSON
MARGARET CROSS	NIDIA HERNANDEZ	DIANE MENDOZA	BONNIE SONIKANGCHEA
KERRY CROSSLEY	ROBERT HERNANDEZ	MARIBEL MENDOZA	HERNAN SOTOMARINO
REGINA CRUZ	ROSA HERNANDEZ	SANDRA MILLER	MARY SPENCER
JAZMIN CRUZ	KELLY HILL	MANUEL MOLANO	GLORIA STEVENS
LAURA CRUZ	NIKKI HO	EVELYN MONTEZ	ADA SUAREZ
JOSE CUELLAR	KIMBERLEY HOGLUND	ALICIA MORALES	LAURA SUAREZ
ROCIO CUEVA	SONIA HORTON-PALACIO	GRACIELA MORAN	DIANA SUTTON

## Welcome New & Returning CAAs! (Continued from p. 9)

ROSA SZALAI  
XIANG TAO  
DIANA TAPIA  
ERIKA TAPIA  
MAGDALENA TEJEDA  
JOANNE TIJERINA  
ELIZABETH TORRES  
ERNESTINA TORRES  
ANGELICA TORRES-  
GARZON  
LISA TOVAR  
DEBRA ULATE

EDUARDO VALDIVIA  
ELIZABETH VALENZUELA  
SERGIO VALLE  
JULIA VAN VOORHIES  
NOEMY VASQUEZ  
MYRNA VEGA  
ANDREW VICTORIO  
DANELLE VIGIL  
MARIBELL VILLALOBOS  
MING WANG  
WEIMIN WANG  
DALE WARD

LINDA WHEAT  
IVY WONG  
SHERYL WONG  
ANDREA WOOD  
MA YING  
JUDITH YONN  
MARIAH ZAMORA  
ROGELIA ZEFERINO  
SHAO SHU ZHANG  
HELEN ZHU

# Local Healthy Kids Programs

COUNTY	TELEPHONE	E-MAIL ADDRESS	WEB-SITE ADDRESS	ADDRESS
Alameda	1-877-932-2738	<a href="mailto:englishadvocate@alamedaalliance.org">englishadvocate@alamedaalliance.org</a>	<a href="http://www.alamedaalliance.org">www.alamedaalliance.org</a>	Healthy Kids Program 1240 South Loop Road Alameda, CA 94502
Colusa	1-808-531-KIDS (5437)	n/a	<a href="http://www.first5colusa.org">www.first5colusa.org</a>	First 5 Colusa PO Box 367 Williams, Ca 95987 Enrollment Center (530) 473-3927 ext 102 Spanish Enrollment Center (530) 458-5555
El Dorado	1-808-531-KIDS (5437)	n/a	<a href="http://www.co.el-dorado.ca.us/publichealth">www.co.el-dorado.ca.us/publichealth</a>	El Dorado County Public Health Dept. 931 Spring Street Placerville, Ca 95667 Enrollment Center 1-800-388-8690 Spanish Enrollment Center (530) 621-6107
Fresno	1-800-300-1277	<a href="mailto:dohnstad@healthcollaborative.org">dohnstad@healthcollaborative.org</a>	No website at this time	Healthy Kids Program 1999 Tuolumne Street, Suite 700 Fresno, CA 93721
Kern	1-800-974-2717 Ext. 80588	<a href="mailto:imeldacb@co.kern.ca.us">imeldacb@co.kern.ca.us</a>	<a href="http://www.co.kern.us/health/katch">www.co.kern.us/health/katch</a>	Healthy Kids Program 1800 Mt. Vernon Avenue Bakersfield, CA 93306
Los Angeles	1-888-452-5437	<a href="mailto:info@lacare.org">info@lacare.org</a>	<a href="http://www.lacare.org">www.lacare.org</a>	Healthy Kids Program 555 W. Fifth Street, 29th Floor Los Angeles, CA 90013-3036
Napa	1-707-227-0830	<a href="mailto:healthykids@napachi.org">healthykids@napachi.org</a>	Website in progress	Healthy Kids Program 1780 3 <sup>rd</sup> Street Napa, CA 94559
Riverside	1-866-294-IEHP (4347)	<a href="mailto:aguirre-m@IEHP.org">aguirre-m@IEHP.org</a>	<a href="http://www.iehp.org">www.iehp.org</a>	Healthy Kids Program P.O. Box 19026 San Bernardino, CA 92423
Sacramento	1-808-531-KIDS (5437)	n/a	<a href="http://www.sachealthykids.org">www.sachealthykids.org</a> Website in progress	Healthy Kids, Healthy Future 6005 Folsom Boulevard Sacramento, CA 95819
San Bernardino	1-866-294-IEHP (4347)	<a href="mailto:aguirre-m@IEHP.org">aguirre-m@IEHP.org</a>	<a href="http://www.iehp.org">www.iehp.org</a>	Healthy Kids Program P.O. Box 19026 San Bernardino, CA 92423
San Francisco	1-888-558-5858	<a href="mailto:Enrollment@sfhp.org">Enrollment@sfhp.org</a>	<a href="http://www.sfhp.org">www.sfhp.org</a>	Healthy Kids & Young Adults 201 Third Street, 7th Floor San Francisco, CA 94103
San Joaquin	1-888-936-PLAN (7526)	<a href="mailto:ddimas@hpsj.com">ddimas@hpsj.com</a>	<a href="http://www.hpsj.com">www.hpsj.com</a>	Healthy Kids Program 1550 W. Fremont St., Suite 200 Stockton, CA 95203-2643
San Luis Obispo	1-805-540-5177	<a href="mailto:info@slohealthykids.org">info@slohealthykids.org</a>	<a href="http://www.slohealthykids.org">www.slohealthykids.org</a>	Healthy Kids Program P. O. Box 1737 San Luis Obispo, CA 93406-1737
San Mateo	1-650-573-3595	<a href="mailto:info@smcchi.org">info@smcchi.org</a>	<a href="http://www.smcchi.org">www.smcchi.org</a>	Healthy Kids Program 225 West 37th Avenue San Mateo, CA 94403
Santa Barbara	1-800-421-2560	<a href="mailto:sbrha@sbrha.org">sbrha@sbrha.org</a>	<a href="http://www.sbrha.org">www.sbrha.org</a>	Healthy Kids Program 110 Castilian Drive Goleta, CA 93117
Santa Clara	1-888-244-5222	n/a	<a href="http://www.chikids.org">www.chikids.org</a>	Healthy Kids Program 770 S. Bascom Avenue San Jose, CA 95128
Santa Cruz	1-831-430-5605	<a href="mailto:healthykids@ccah-alliance.org">healthykids@ccah-alliance.org</a>	<a href="http://www.scchealthykids.org">www.scchealthykids.org</a>	Healthy Kids Program 1600 Green Hills Road Scotts Valley, CA 95066
Solano	1-800-978-7547	Will be available on website. Website projected release in October 2006	<a href="http://www.skip.solanocoalition.org">www.skip.solanocoalition.org</a>	Healthy Kids Program 360 Campus Lane, Suite 100 Fairfield, CA 94534-1568
Sonoma	1-800-427-8982	n/a	<a href="http://www.HealthyKidsSonomaCounty.org">www.HealthyKidsSonomaCounty.org</a>	Healthy Kids Program 625 5 <sup>th</sup> Street Santa Rosa, CA 95404
Tulare	1-877-613-KIDS (5437)	<a href="http://www.unitedwaytc.org">www.unitedwaytc.org</a>	<a href="http://www.healthykidstulare.org">www.healthykidstulare.org</a>	Healthy Kids Program 1601 East Prosperity Avenue Tulare, CA 93274
Yolo	1-530-669-2475	<a href="mailto:volofrc@dcn.org">volofrc@dcn.org</a>	<a href="http://www.healthykids.org">www.healthykids.org</a>	Healthy Kids Program 600 A Street, Suite Y Davis, CA 95616
Yuba	1-808-531-KIDS (5437)	n/a	<a href="http://www.first5yuba.org">www.first5yuba.org</a>	First 5 Yuba 1114 Yuba Street, Suite 121 Marysville, Ca 95901 Enrollment Center (530) 749-4877 Spanish Assistance Available